

**PURPOSE**

To protect the privacy rights of individuals receiving benefits from one or more of the Michigan Department of Health and Human Services' (MDHHS) health programs, by considering individuals' requests for alternate means of communication and granting the requests when reasonable.

**POLICY**

Individuals may request to receive communications of Personal Health Information (PHI) by alternate means and or to an alternate location.

A MDHHS health plan component will accommodate an individual's reasonable request to receive communication of PHI by alternate means upon receipt of a statement by the individual that the disclosure of confidential information could endanger the individual.

A MDHHS provider component must accommodate an individual's reasonable request to receive communication of PHI by alternate means and may not require an explanation of the reason for the request.

*\*When other applicable privacy or confidentiality laws conflict with HIPAA, comply with the law that provides the individual with greater privacy protection or rights. (Examples of state and federal laws are: Medicaid, Substance Abuse, Public Health Code, HIV/AIDS/STDs, Mental Health Code). When in doubt, contact the Bureau of Legal Affairs.*

**REFERENCES**

45 CFR §164.522(b), §164.502(h), §164.5300)

**CONTACT**

For additional information concerning this policy, contact the MDHHS Bureau of legal Affairs.